



**ALAA HEMDAN KHALIL GAD**  
**( ALAA EL MASRY )**

4 NILE STREET-ASHMANT

NASSER - BENI-SUEIF

**Mob. : +2 0122 505 9 550**

**[ALAA.ELMASRY@OUTLOOK.COM](mailto:ALAA.ELMASRY@OUTLOOK.COM)**

**CAREER OBJECTIVE:**

*Assistance in Defining implementing and supporting hotel or company information technology system and business applications. This includes assurance that new technologies are selected and implemented in accordance with the enterprise IT standard. Establishment the IT documentation to be a key management tool for all new technology deployment and maintaining the enterprise IT system integrity through the formulation and management of the information technology system strategy and processes.*

*Producing documented framework representing the current information technology status, as well as, the next steps.*

*Implementation Information Technology standard and operational manual as per company policy.*

---

**EDUCATION:**

**- BSC of social worker**

**Faculty** : Arts, Section Technology education  
**Cairo University**  
**Graduation date** : 2002

---

**PERSONAL DATA :-**

- **Date of Birth** : 08/04/1980
- **Marital Status** : Married + 3 children
- **Military service** : Finished-Excellent 9-2004
- **Nationality** : Egyptian
- **Religion** : Muslim
- **Gender** : Male
- **Mobile:** :+2 0122 505 9 550

## **Microsoft Applications**

- Windows Server 2003, 2008.2012,2016
- Active Directory and manage the domain controller.
- Installing and Administering Microsoft Windows XP, W7,W8.
- Installing, Configuring, and Administering Microsoft Windows Server 2000,2003,2008.
- Designing and managing Active Directory Services Infrastructure.
- Installing, Configuring, and Administering ISA server2000, 2004,2006.
- Designing and Deploying a Messaging Infrastructure with Microsoft Exchange 2003.2007 Server.
- Designing and Deploying a Messaging Infrastructure with Microsoft ISA 2000, 2004.2006 Servers.
- MS Office 2000, XP, 2003, 2007.2010.2013.2016 and MS Project.
- MS Outlook2003,2007,2010,2013,2016 Outlook Express.
- Sophos Firewall.

## **Opening Installation**

- Planning and achievement of fully hotel network system installation Hardware and Software.
- Makadi Palace Network hardware installation.
- Pro-master Sys. Software installation.
- Family Star Network hardware installation.
- Family Star FIDELIO 6.xx Software Installation
- Planning and achievement of fully hotel network system installation Hardware and Software.
- Makadi Palace FIDELIO V8 Software Installation (ACT)
- Makadi Palace SUN 4.3.3 Software Installation (ACT)
- Makadi Palace FIDELIO MC Software Installation (ACT)
- Family Star FIDELIO V8 Software Installation (ACT)
- Family Star SUN 4.3.3 Software Installation (ACT)
- Family Star FIDELIO MC Software Installation (ACT)
- Hotel and Restaurants, point of sale ( POS ) Systems.
- Opening Seattle's Best Brand & Andrea & Casa Nuova & White Castle Restaurants.
- Comsys Systems POS (Gala, Retail, FBC, Back Data)
- Opera Front office
- Suite 8 Front office

## **HOSPITALITY APPLICATIONS**

### **PMS/ Points of sales:**

- Opera
- Sun 6
- Front office (FIDELIO V8)
- Front office (FIDELIO 7.13).
- Front office (FIDELIO 6.xx)
- Comsys Gala.
- Comsys (backdata – FBC – ACP – STC ) & ( Retail For Market)
- Front office (Pro-Master)
- Food cost management system (Pro-Master)
- Food cost management system (MC)
- General store application (Pro-Master)
- General store application (MC)
- Back office (Pro-Master)

[Alaa.Elmasry@outlook.com](mailto:Alaa.Elmasry@outlook.com)

0020122 505 9 550

- Back office (sun 4.3.3)
- Micros 9700
- Micros 3700
- Call accounting
- Payroll and human resources system
- Maestro System (Act).

### Hardware:-

- Hp Servers G4.5.6.9.
- Maintenance of all kinds of Printers.
- Assembling different types of PC'S.
- Handling PC's troubleshooting.
- CISA Locks & Save Box.
- Onity Door locks system.
- Omega Door Locks system.
- Makfa Turkey Door lock system.
- 

### Experience:

#### CURRENT WORK:-

#### **IT Manager**

Ecotel Dahab Bay View Resort

Misr University Sciences and Technology  
2019 till Now

[www.ecoteleg.com](http://www.ecoteleg.com)



#### **IT Manager**

Al Azhar Hotels Group  
Makkah – Jeddah – Saudi Arabia

2016 till 2019

[www.alazhahotel.com](http://www.alazhahotel.com)



#### **IT Manager**

Food Court Zafarana House  
Opening 5 Restaurants ..

Comsys Project

- Andrea
- Asian House
- CasaNuova
- White Castle
- Seattle's Best

[www.zafaranahouse.com](http://www.zafaranahouse.com)



#### **(ASSISTANT IT Manager in CHARGE)**

Makadi Palace & Grand Makadi & Family Star

**Red Sea Hotels Company – Hurghada 5 Stars**

Position: IT. Engineer

From: 04/2007

Position: S.V IT

TO: 03/2009

[Alaa.Elmasry@outlook.com](mailto:Alaa.Elmasry@outlook.com)

0020122 505 9 550



From: 04/2009 TO: 03/2010  
Position: Senior IT  
From: 04/2010 TO: 03/2011  
Position: Assistant IT Manager  
From : 04/2011 TO : 08/2013  
Position: IT Manager @ Zafarana House Food Court  
From : 09/2013

### **Asst. IT Manager in Charge**

Red Sea Hotels Company  
[www.redseahotels.com](http://www.redseahotels.com)

#### **\*\* Grand Makadi, Makadi Palace & Family Star Hotels**

- Administrating and monitoring IT group members.
- Performing installation, configuration, and maintenance and troubleshooting of the network infrastructure, cabling, racks, patch panels, switches, routers, DHCP, firewalls.
- Performing installation, configuration, and maintenance for windows server 2003/2008, Active Directory, Exchange 2003/2007, ISA firewalls 2006/2004.
- Updates for the anti-virus solutions.
- Monitoring IT hotel internet connections for hotels rooms.
- Provide level of support for hotel systems Fidelio front office Suit8, SUN sys. Fidelio Back office, material control system, call account systems, HR systems.
- Creating and implementing IT backup strategies daily, monthly, yearly and disaster recovery for securing the hotel data and systems.
- Creating and preparing IT documentations hardware profiles, IP allocations, software profiles, system users, hotel IT systems polices, procedures, network designing profiles, network infrastructure labeling and software license.

### **Senior IT**

Red Sea Hotels

May 2009– April 2011 (2 years) red sea Egypt

- Managing IT Members.
- Administrating Hotels users and security.
- Ensures that switched and firewalls are properly installed and managed.
- Support and troubleshoot hotel hardware , printers, network devices.
- Ensures that hotel antivirus are updated and managed.
- Administrate active directory users and security.
- Administrate hotel user's mail box.

### **S.V IT**

Red Sea Hotels

May 2008– April 2009 (1 year)Makdai Palace & Family Star Hotels  
IT Engineer  
Makadi Palace Hotel

May 2007– April 2008 (1 year)Makadi Bay - Hurghada - Red Sea - Egypt  
IT Engineer  
Al Rehab Group For Computer

[Alaa.Elmasry@outlook.com](mailto:Alaa.Elmasry@outlook.com)  
0020122 505 9 550

May 2005– March 2006 (11 months) Cairo - Madinat Nasr  
IT Engineer in El Rehab Group for computer

From: 1/10/2004

TO : 30/9/2005

Till Present

---

**MY RESPONSIBILITY:**

---

- Lead the information technology teamwork.
- Manage the IT Department from easy and organize way.
- Create MS Exchange Server 2003,2007.
- Create and manage windows Server and domain controller, additional domain controller.
- Managing and solve system's problems.
- Create big or small network and secure data and network.
- Train the trainer in the field.
- Manage staff of IT Dept.
- Achieve more tasks in few times.
- Work under stress.

**TRAINING**

- Front office (FIDELIO V8) ACT.
- Food cost management system (MC) ACT.
- Back office (sun 4.3.3) ACT.

**OTHER SKILLS:-**

---

- **Languages:** English, Good written, spoken & understand.
-